

Quality Policy Statement

At Icon Metal, a leading metalwork manufacturing company in the construction industry, we are dedicated to delivering products and services that meet or exceed the expectations of our customers and stakeholders. Our commitment to quality is rooted in the principles of ISO 9001:2015 and is fully compliant with Australian legislation and regulatory requirements.

Our Objectives

We aim to:

- Customer Satisfaction: Consistently provide durable and precise metalwork solutions that meet the stringent requirements of the construction industry, ensuring customer satisfaction at every stage.
- Continuous Improvement: Continuously enhance our Quality Management System (QMS) through measurable objectives, regular process reviews, and effective corrective actions to maintain excellence in our operations.
- Compliance and Integrity: Ensure full compliance with all relevant Australian laws, regulations, and industry standards, maintaining the highest level of integrity in our business practices.
- Employee Engagement: Foster a culture of quality through the active participation, consultation, training and development of our employees, empowering them to contribute to the continual improvement of our manufacturing processes.
- Innovation and Excellence: Promote innovation in our metalwork techniques and strive for excellence in all aspects of our manufacturing and service delivery.
- Safety and Well-being: Prioritise the safety and well-being of our employees by maintaining a safe working environment and promoting a culture of safety in all aspects of our operations.

Our Approach

To achieve these objectives, we will:

- Demonstrate strong leadership and commitment to quality at all levels of the organisation, ensuring that our values are reflected in every product we manufacture.
- Incorporate quality management into all business functions as an integral part of Icon Metal's organisational context.
- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business processes.
- Apply a risk-based approach to our operations, identifying and managing risks and opportunities that could impact the quality of our metalwork products and services.
- Optimize our manufacturing processes to improve efficiency, reduce waste, and ensure consistent delivery of high-quality metalwork solutions.
- Actively engage with customers to understand their specific needs and expectations and use this feedback to refine our products and services.
- Regularly monitor and review our compliance with Australian legislation, industry standards, and ISO 9001:2015 requirements, ensuring we maintain the highest levels of quality and legal compliance.

Our Commitment

We have established quality objectives to achieve the above commitments which are regularly monitored by the management team.

This policy statement is displayed on the company's website and made available upon request from interested parties.

We review the effectiveness and adequacy of this quality policy on an annual basis as part of change planning, lessons learned, knowledge transfer, or following a quality non-conformity or other failure to meet our quality objectives.

Stephen Pribula



CEO

